



LITTLE BLUE RESEARCH CASE STUDY

Social impact valuation of a priority services register

Client: UK based power company

Client size: 20,500+ employees

Little Blue Research scoped a social impact valuation to determine the impact of the client's priority services register (PSR).

Service: Impact & dependency

Capital: SOCIAL | PRODUCED

Assessment location: UK

LITTLE BLUE RESEARCH LTD

+44 (0) 7887 633 345 | info@littleblueresearch.com | www.littleblueresearch.com



Case study details

Client need

The client required technical support to estimate the social value of the services it provides to customers identified on their Priority Services Register (PSR). The PSR is a free support service register of vulnerable people to be contacted if there is an interruption to their energy supply.

The challenge

- Producing process maps for how power outage types drive activities as part of the PSR, and the likelihood of different outage types.
- Producing three impact maps grouped by activity type i.e. communication, provision of equipment and working with resilience partners.
- Articulating client's needs in a detailed project scope.



Outputs and results

- ✓ Stakeholder map with group definitions and importance.
- ✓ Process maps linking the actions resulting from power outages of different magnitudes to various stakeholder impacts, setting out potential indicators for measurement.
- ✓ Impact maps for relevant activities associated with the PSR.
- ✓ Project scoping document, outlining next steps to enable the client to complete a social return on investment valuation including:
 - Impact confirmation.
 - Data gathering.
 - Options for social impact valuation.

What happened next

The client received a prioritised set of next steps from Little Blue Research which they fed into their strategy development for the PSR. This work led to a second social impact based project for the company.

The outputs of the work were used as inputs into other industry based work.



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